

21. (New) The method of claim 10 wherein the step of providing a disconnection notice comprises the step of placing the notice proximate to an entrance of the location, the notice including indicia indicating how the customer can be reconnected to the service provider.

22. (New) The method of claim 16 wherein the step of performing a second visit to the customer location further comprises the steps of:  
checking for a presence of the customer at the customer location; and  
asking the customer to pay the owed amount if the customer is present.

REMARKS

After entry of this Preliminary Amendment, claims 1-3 and 6-22 are pending. Claims 4 and 5 have been canceled, and claims 21 and 22 have been added. Consideration of the application is respectfully requested.

Respectfully submitted,

YOUNG & BASILE, P.C.



Michelle L. Knight

Attorney for Applicant(s)

Registration No. 47711

(248) 649-3333

3001 West Big Beaver Rd., Suite 624  
Troy, Michigan 48084-3107

Dated: October 5, 2001  
MLK/jaf

**VERSION OF CLAIM AMENDMENTS WITH MARKINGS  
TO SHOW CHANGES MADE**

1. (Amended) A method for retaining a customer of a service provider, comprising the steps of:

receiving information from the service provider regarding the customer;

performing a first visit to a customer location;

providing a warning to the customer [if the customer is not at the customer location] at a time of the first visit; and

performing a second visit to the customer location.

2. (Amended) The method of claim 1 wherein the step of providing a warning comprises the step of placing [a note on a door knob] the warning proximate to an entrance of the location, the warning including indicia warning of a disconnection from the service provider at the second visit.

3. (Amended) The method of claim 1 wherein the step of providing warning comprises the step of providing a first personalized message warning of a disconnection from the service provider at the second visit.

Please cancel claims 4 and 5.

6. (Amended) The method of claim [4] 1, further comprising the step of:

collecting any equipment owned by the service provider at the customer location.

10. (Amended) The method of claim 7, further comprising the step of:

providing a disconnection notice to the customer at the second visit, the notice indicating that the customer has been disconnected from the service

provider.

11. (Amended) The method of claim 10, wherein the step of providing a disconnection notice comprises the step of providing a second personalized message indicating how the customer can be reconnected to the service provider.

12. (Amended) The method of claim 1, further comprising the step of:

providing a disconnection notice to the customer at the second visit, the notice indicating that the customer has been disconnected from the service provider.

13. (Amended) The method of claim 12 wherein the step of providing a disconnection notice comprises the step of placing [a note on a door knob]the notice proximate to an entrance of the location.

14. (Amended) The method of claim 12 wherein the step of providing a disconnection notice comprises the step of providing a second personalized message indicating how the customer can be reconnected to the service provider.

21. (New) The method of claim 10 wherein the step of providing a disconnection notice comprises the step of placing the notice proximate to an entrance of the location, the notice including indicia indicating how the customer can be reconnected to the service provider.

22. (New) The method of claim 16 wherein the step of performing a second visit to the customer location further comprises the steps of:  
checking for a presence of the customer at the customer location; and  
asking the customer to pay the owed amount if the customer is  
present.